

Emergency Support Function #17 VOLUNTEER & DONATIONS MANAGEMENT

Lead Agency

- Virginia Department of Emergency Management (VDEM)

Support Agencies and Organizations

- Virginia Voluntary Organizations Active in Disasters (VAVOAD)
- Adventist Community Services (ACS)
- Virginia Citizen Corps
- Volunteer Centers of Virginia
- Virginia Office of Volunteerism and Community Service

Purpose

Emergency Support Function (ESF) #17 coordinates the efficient and effective delivery of donated goods and volunteer services to support disaster relief efforts in impacted areas in the Commonwealth.

Provide coordination of donated resources and liaise for those voluntary organizations that provide disaster services within the Commonwealth, so that capabilities and resources will be effectively integrated with other local, state and federal agencies to meet the needs of the disaster.

Scope & Applicability

The ESF #17 scope is twofold:

- Facilitate the delivery of donated goods and services to the areas of need.
- Coordinate offers and needs for volunteers in both response and recovery.

The Volunteer and Donations Management function involves entities who rely on donated resources. Activities include, but are not limited to:

- Maintain contact with local and regional organizations that utilize donations and/or volunteers.
- Maintain contact with organizations that provide volunteers.

- Assess and prioritize affected area needs for donations and/or volunteers.
- Develop a strategy for managing donated goods and unaffiliated volunteers.
- Coordinate with External Affairs to inform the public of the needs and processes for soliciting/managing donations and spontaneous volunteers.
- Maintain the capability to use the National Donations Management Network (NDMN).
- Maintain trained staff and resources to perform needed functions.

Policies

- All agencies assigned responsibilities within this ESF will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts to successfully accomplish their tasks.
- The Commonwealth will maintain a centralized Volunteer and Donations management system. It will be organized through ESF #17, as part of the VERT.
- The Commonwealth encourages individuals interested in volunteering time and personal skills to affiliate with a recognized VAVOAD member organization or to participate through

local Virginia Corps Programs in order to maximize their involvement in relief activities.

- The Commonwealth looks principally to those non-governmental organizations with established volunteer and donations management structures and practices in place to receive and deliver appropriate donated goods and services to disaster victims.
- The State encourages the donation of cash or requested items to established VAVOAD member organizations, rather than the donation of unsolicited clothing, food or other items.
- The State Volunteer and Donations Coordinator, working within VERT procedures, coordinates with appropriate agencies and organizations (state agencies and organizations, local governments, federal agencies, private-sector organizations) to ensure unaffiliated volunteers and unsolicited donated goods are effectively used during an incident.
- VDEM in cooperation with VAVOAD will determine when to activate the NDMN Virginia portal. The donated goods management process will be organized and managed through participation in the NDMN and a warehouse agreement between the Commonwealth and the Adventist Community Services.
- Volunteer and Donations Management is a local government activity and responsibility, and begins locally in accordance with local Emergency Operations Plans (EOPs).
- All available means will be used to inform the public, the emergency management community, elected officials and the media of the donations and volunteer strategies.

- The Governor, in certain circumstances, may choose to activate a disaster relief cash donations fund.

Organizational Structure

VDEM is designated lead agency for ESF #17. VDEM maintains an overview of all related actions and coordinates with all support organizations.

VDEM assigns ESF #17 Group Leaders the responsibility for maintaining trained staff capable of performing ESF #17 responsibilities and functions.

VAVOAD assigns a lead liaison to work in cooperation with the ESF #17 Group Leader.

ESF #17 Support Organizations

- VAVOAD is an organization whose purpose is to coordinate the interaction among voluntary disaster relief agencies in Virginia. Members of the VAVOAD, and its affiliated regional VOADs, are non-profit organizations that have designated disaster relief as part of their mission, and have planned and trained to perform disaster-related functions. The VAVOAD is an affiliate of the National Voluntary Organizations Active in Disaster (NVOAD).
- VAVOAD member organizations have a wide spectrum of capabilities including: sheltering, mobile and fixed feeding, repair and reconstruction of homes, animal care, debris clean-up, counseling, storage and distribution of bulk food, clothing and household goods, child care, and many other services. Most are affiliated with larger parent organizations and may respond to national and international disasters.
- Adventist Community Services (ACS) Disaster Response operates under an agreement with FEMA to provide emergency distribution of relief supplies and warehouse operations for donated

goods. ACS representatives in Virginia provide localized training for warehouse and donations management staff.

- Citizen Corps Program provides leadership and coordination for six community volunteer programs:
 - a. Neighborhood Watch
 - b. Community Emergency Response Team (CERT)
 - c. Medical Reserve Corps (MRC)
 - d. Volunteers in Police Service
 - e. Public Safety Volunteers
 - f. Fire Corps

These programs recruit and train volunteers to respond to emergencies and disasters within their communities. ESF #17 can, when localities are agreeable, facilitate mutual aid among the programs to assist localities throughout Virginia.

- Virginia Office on Volunteerism and Community Services (Department of Social Services) is the liaison for many of the federal volunteer programs, such as AmeriCorps and Senior Corps, and for the local and regional Volunteer Centers. These programs can provide trained volunteers and volunteer coordination services in emergencies and disasters.
- 2-1-1 Virginia is a service provided by the Virginia Department of Social Services (VDSS) that can assist in providing information to the public with respect to community and disaster services.
- Volunteer Centers of Virginia is a federation of the local and regional Volunteer Centers and agencies that recruit, train and refer volunteers to non-profit agencies through their communities. ESF #17 can assist with the implementation of local disaster volunteer coordination centers as well as

facilitate mutual aid among Volunteer Centers.

Concept of Operations

During and following a major disaster, requirements for goods/services may exceed local and state government resources. ESF #17 will assist localities in finding and receiving donated goods and volunteers to meet their needs.

VDEM will coordinate ESF #17 participation in the NDMN. ESF #17 staff will accept and allocate offers based on local and regional needs. Using the NMDN process, ESF #17 can assist localities in reducing the impact of unsolicited and spontaneous donations and volunteers.

ESF #17 will assist with the coordination of affiliated volunteers – persons recruited and trained by Virginia Voluntary Organizations Active in Disasters (VAVOAD) non-governmental voluntary agencies, government-related Virginia Corps programs, Volunteer Centers and other entities with an assigned disaster mission. ESF #17 will facilitate mutual aid among these statewide organizations.

During routine operations, the State Volunteer and Donations Coordinator, VAVOAD, Adventist Community Services and other supporting agencies and organizations will participate in related training and statewide exercises to assist in the development of local and state disaster response capabilities.

In the absence of a gubernatorial or presidential disaster declaration, the VAVOAD will continue to assist member organizations that provide assistance in meeting disaster-caused needs that are beyond the resources of the individual disaster victims.

When the President declares a major disaster and the DHS/Federal Emergency Management Agency (FEMA) implements a range of assistance programs available to individuals and families, ESF #17 will continue its liaison role with VAVOAD member organizations active in

the disaster area, and with other non-governmental responder organizations, and will continue its support of the management of volunteer resources and donated goods in affected areas.

Volunteer and donations management operations may include the following:

- ESF #17 Volunteer and Donations Management staff in the VEOC.
- State Donations Coordination (Allocation) Team.
- Coordination with local and regional volunteer and donations coordination operations.
- Web-based National Donations Management Network (NDMN) to accept donations of cash, supplies or volunteers.
- Donations Warehouse Management Team(s).
- Phone Bank functioning at the state level.
- A coordinated media relations effort.
- Effective liaison with other emergency support functions.
- Facilities management plans include a multi-agency donations warehouse(s), Donations staging area(s), Donations Coordination Center(s), transportation support and Volunteer Reception Center(s) as needed.

Roles & Responsibilities

Virginia Department of Emergency Management

- VDEM's Volunteer and Donations Coordinator (VAL) serves as state VAL and functions in collaboration with the FEMA VAL.

Virginia Voluntary Organizations Active in Disasters

- Assist with the coordination of volunteers.
- Provide volunteer resource support as needed.

Adventist Community Services

- Provide volunteer resource support as needed.

Virginia Citizen Corps

- Provide volunteer resource support as needed.

Volunteer Centers of Virginia

- Provide volunteer resource support as needed.

Virginia Office of Volunteerism and Community Service

- Provide volunteer resource support as needed.

Authorities & References

Authorities

- Virginia Emergency Services and Disaster Laws

References

- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: donation management and voluntary organizations.